

ANNUAL INDEX, VOL. 46, 1991

All information is cited according to the number corresponding to the month of issue (1 for March, 2 for June, 3 for September and 4 for December), followed by the page numbers.

ARTICLES, OPINION PAGES AND FEATURES

- | | | | |
|---|---------|--|---------|
| <i>ABA Officer: ADR Has Come into Its Own</i>
Talbot "Sandy" D'Alemberte | 1:3 | <i>A New 'Bill of Rights' for Millions: The Americans With Disabilities Act of 1990</i>
Robert E. Stein | 2:6-15 |
| <i>Arbitral Review of Sexual Harassment in the Canadian Workplace</i>
Arjun P. Aggarwal | 1:4-16 | <i>The Policy Implications of Arbitrating Age Discrimination Claims</i>
Harvard Law Review | 3:66-69 |
| <i>The Arbitration of Employee Substance Abuse Rehabilitation</i>
Tia Schneider Denenberg and R.V. Denenberg | 1:17-33 | <i>Realizing the Potential of Arbitration in Federal Agency Dispute Resolution</i>
Marshall J. Breger | 2:35-40 |
| <i>Asleep at the Wheel: How Arbitrators View Sleeping on the Job</i>
Arthur E. Berkeley | 2:48-51 | <i>Reinsurance Arbitration: It's Time for a Tune-Up</i>
Robert Coulson | 3:39-48 |
| <i>Assessing Fairness in Securities Industry Arbitration</i>
Keith A. Styrula | 4:38-44 | <i>Remedies in Business Arbitration</i>
Donald L. Carper | 3:49-58 |
| <i>Bringing Mediation to Educational Disputes</i>
Lola Nouryan and Martha S. Weisel | 3:29-33 | <i>The Role of Mandatory Arbitration for Financial Institutions</i>
Lloyd Shields | 4:49-52 |
| <i>The Burden of Proof in Criminal Offenses or "Moral Turpitude" Cases</i>
Randall M. Kelly | 4:45-48 | <i>The Selection Process and the Appointment of Arbitrators</i>
Garylee Cox | 2:28-34 |
| <i>Comment on SPIDR Report</i>
Nancy Rogers | 1:39 | <i>Survey: The Speed and Cost of Complex Commercial Arbitrations</i>
Michael Segalla | 4:12-23 |
| <i>Dispute Resolution and Multiemployer Pension Plan Withdrawal Liability</i>
Mark W. Grossman | 2:41-47 | <i>Streamlined Mediation: Alternative to Litigating Discharge Disputes</i>
Mark R. Sherman | 1:34-37 |
| <i>Employing ADR to Resolve Complex Environmental Disputes</i>
Stephen Crable | 1:48-58 | <i>Teaching Alternative Dispute Resolution to America's School Children</i>
David Singer | 4:33-37 |
| <i>Arbitrators' Views on Handling Large Construction Cases</i>
India Johnson | 4:8-11 | <i>Tips to Attorneys and Mediators: How to Successfully Mediate a Case</i>
Paul Fisher | 3:59-65 |
| <i>The Idea of Expedited Arbitration Two Decades Later</i>
Nancy Kauffman | 3:34-38 | <i>Using Experts in Broker-Customer Securities Arbitration</i>
Barry Winograd | 2:16-21 |
| <i>Interim Measures and Arbitration: The Situation in the United States</i>
Michael F. Hoellering | 2:22-27 | <i>When the Hearing Is Over: Writing Arbitral Awards in Plain Language</i>
David Elliott | 4:53-62 |
| <i>Making Commercial Arbitration Faster and More Efficient</i>
Robert S. Peckar | 4:5-7 | <i>Whither Arbitration? Major Changes in the Last Half Century</i>
Richard Mittenthal | 4:24-32 |
| <i>Managing Patent Disputes through Arbitration</i>
Tom Arnold, Michael G. Fletcher and Robert J. McAughan Jr. | 3:5-12 | <i>Work versus Family Obligations: An Arbitral Perspective</i>
Michael Marmo | 3:14-28 |
| <i>Mandated Participation and Settlement Coercion</i>
SPIDR Committee | 1:38-47 | | |

BOOK REVIEWS, OTHER

<i>ALTERNATIVE DISPUTE RESOLUTION IN THE CONSTRUCTION INDUSTRY</i> Reviewed by Robert F. Lathlaen	2:59-60	<i>THE IMMUNITY OF ARBITRATORS</i> Reviewed by Andreas F. Lowenfeld	2:55-59
<i>ARBITRATING SECURITIES DISPUTES</i> Reviewed by David E. Robbins	2:54-55	<i>SECURITIES ARBITRATION PROCEDURES MANUAL</i> Reviewed by Richard P. Ryder	1:65-66
<i>ARBITRATION EXERCISES 1990-91</i> Reviewed by Robert W. Barger	2:61-62	<i>YOU DON'T ALWAYS NEED A LAWYER: HOW TO RESOLVE YOUR LEGAL DISPUTES WITHOUT COSTLY LITIGATION</i> Reviewed by Robert B. Davidson	3:70-71
<i>COMMERCIAL ARBITRATION FOR THE 1990s</i> Reviewed by David A. Botwinik	2:57-54	<i>EASTMAN ARBITRATION LIBRARY</i>	1:73-76; 2:69-72; 3:78-80; 4:68-72
<i>GETTING TO YES: THE VIDEO WORKSHOP ON NEGOTIATION</i> Reviewed by Carolyn M. Penna	4:63	<i>PRESIDENT'S LETTER</i>	1:2; 2:2; 3:2; 4:2
<i>ICCA YEARBOOK COMMERCIAL ARBITRATION VOLUME XVI (1991)</i>	2:60	<i>REVIEW OF COURT DECISIONS</i>	1:67-72; 2:63-68; 3:72-77; 4:64-68
		<i>ADR IN THE NEWS</i>	2:3-4; 3:3-4; 4:3-4

SUBJECT INDEX

Administrative Dispute Resolution Act of 1990, 2:35-40 Advocates, 4:8-11 Age discrimination claims, 3:66-69 Alternative dispute resolution, 4:33-37 American Bar Association, 1:3, 60-62 Americans With Disabilities Act of 1990, 2:6-15 Arbitration, 3:5-12 Arbitration and age discrimination claims, 3:66-69 Arbitration, major changes in, 4:24-32 Arbitrators, 2:28-34; 4:8-11 Arbitrators selection process, 2:28-34 Asbestos, 1:48-58 Attorneys, 3:59-65 Broker-customer securities arbitration, 2:16-21 Burden of proof, 4:45-48 Business arbitration, 3:49-58 Canada, 1:4-16 Commercial arbitration, 4:5-7 Complex commercial arbitrations, 4:12-23 Discharge disputes, 1:34-37 Educational disputes, 3:29-33 Environmental disputes, 1:48-58 Expedited arbitration, 3:34-38 Experts, 2:16-21 Family obligations, 3:14-28 Federal agency dispute resolution, 2:35-40 Financial institutions, 4:49-52 Interim measures, 2:22-27 Job requirements, 3:14-28 Mandatory dispute resolution, 1:38-47; 4:49-52 Maryland, 1:48-58 Mediation, 1:34-37; 3:29-33; 3:59-65 "Moral turpitude" cases, 4:45-48 Multiemployer pension plan, 2:41-47 Multiemployer Pension Plan Amendments Act, 2:41-47 New York, 3:29-33 Party-appointed arbitration, 3:39-48 Patent disputes, 3:5-12 Physically disabled citizens, 2:6-15; 3:29-33 Plain language, 4:53-62 Reinsurance arbitration, 3:39-48 Schools, 3:29-33; 4:33-37 Securities industry arbitration, 2:16-21; 4:38-44 Selection process, 2:28-34 Sexual harassment, in the workplace, 1:4-16 Sleeping on the job, 2:48-51 Special masters, 1:48-58 SPIDR, 1:38-47 Substance abuse, 1:17-33 Withdrawal liability, 2:41-47 Writing arbitral awards, 4:53-62 Workplace, sexual harassment in, 1:4-16

INDEX OF AUTHORS

- | | | |
|-----------------------------------|---------------------------------|------------------------------|
| Aggarwal, Arjun P., 1:4-16 | Fisher, Paul, 3:59-65 | Nouryan, Lola, 3:29-33 |
| Arnold, Tom, 3:5-12 | Fletcher, Michael G., 3:5-12 | Peckar, Robert S., 4:5-7 |
| Barger, Robert W., 2:61-62 | Grossman, Mark W., 2:41-47 | Penna, Carolyn M., 4:63 |
| Berkeley, Arthur E., 2:48-51 | Harvard Law Review, 3:66-69 | Robbins, David E., 2:54-55 |
| Botwinik, David A., 2:52-54 | Hoellering, Michael F., 2:22-27 | Rogers, Nancy, 1:39 |
| Breger, Marshall J., 2:35-40 | Johnson, India, 4:8-11 | Ryder, Richard P., 1:65-66 |
| Carper, Donald L., 3:49-58 | Kauffman, Nancy, 3:34-38 | Segalla, Michael, 4:12-23 |
| Coulson, Robert, 3:39-48 | Kelly, Randall M., 4:45-48 | Sherman, Mark R., 1:34-37 |
| Cox, Garylee, 2:28-34 | Lathlaen, Robert F., 2:59-60 | Shields, Lloyd, 4:49-52 |
| Crable, Stephen, 1:48-65 | Lowenfeld, Andreas F., 2:55-59 | Singer, David, 4:33-37 |
| D'Alemberte, Talbot, 1:3, 60-62 | Marmo, Michael, 3:14-28 | SPIDR Committee, 1:38-47 |
| Davidson, Robert B., 3:70-71 | McAughan Jr., Robert J., 3:5-12 | Stein, Robert E., 2:6-15 |
| Denenberg, R.V., 1:17-33 | Mittenthal, Richard, 4:24-32 | Styracula, Keith A., 4:38-44 |
| Denenberg, Tia Schneider, 1:17-33 | | Weisel, Martha S., 3:29-33 |
| Elliott, David, 4:53-62 | | Winograd, Barry, 2:16-21 |

COURT DECISIONS INDEX

COMMERCIAL

- Alford v. Dean Witter Reynolds, Inc. 4:67
 Anderman/Smith Operating Co. v. Tennessee Gas Pipeline Co., 1:70
 City of Milan v. Bruce A. Rankin & Associates, 1:69
 Crowley-King v. Kennebec Valley Radiology, P.A., 1:67
 The Disston Co. v. Sandvik, Inc., 1:70-71
 Gilmer v. Interstate/Johnson Corp., 3:73-74
 Greenstein v. Baxas Howell Mobley, Inc., 4:68
 Herskovitz v. L.B. Kaye Associates, Ltd., 2:64-65
 Jett v. Hays, 4:65-66
 Jo-Ann-Ro Leasing, Inc. v. Sergi, 4:68
 Labib v. Younan, 2:68
 Lieberman v. Lieberman, 3:76-77
 Ohio Center for the Dance Columbus Festival Ballet v. BLO Productions, Inc., 3:73
 Pearlman v. Pearlman, 2:66-67
 Routh v. Snap-on Tools Corp., 2:68
 T.A.H. General Partnership v. Southwest Radiographics, 2:65
 United Services General Life Co. v. Bauer, 1:67

CONSTRUCTION

- Combustion Engineering, Inc. v. Miller Hydro Group, 3:73
 Crane Construction Co., Inc. of Florida v. Collins M Corp., 4:66
 Godeau v. Picheloup Construction Co., Inc., 1:70
 Hardin International, Inc. v. Firepak, Inc., 1:71
 J.M. Owen Building Contractors, Inc. v. College Walk, Ltd., 2:64
 R.T. Traynham v. Yeargin Enterprises, Inc., 3:77

INSURANCE

- Anderson v. Federated Mutual Insurance Co., 2:64
 Beard v. Mount Carroll Mutual Fire Insurance Co., 1:72
 Executive Life Insurance Co. v. John Hammer & Associates, Inc., 1:71
 Foster v. Philadelphia Manufacturers, 4:66
 General Accident, Fire & Life Insurance Co. v. Viruet, 2:65-66
 Meyer v. State Farm Fire and Casualty Co., 1:72
 North River Insurance Co. v. Philadelphia Reinsurance Co., 4:67-68
 Paramount Insurance Co. v. Miccio, 2:65

INTERNATIONAL

- Borden, Inc. v. Meiji Milk Products Co., Ltd., 3:72-73
 Neuchatel Swiss General Insurance Co. v. Lufthansa Airlines, 3:76
 Sembawang v. Charger, 3:72

LABOR

- Alford v. General Motors Corp., 3:74-75
 Congreso de Uniones Industriales de Puerto Rico v. V.C.S. National Packing Co., Inc. 3:76
 Ferguson v. Writers Guild of America, West, Inc., 2:67
 Galvez v. Kuhn, 3:74
 Girani v. Federal Aviation Administration, 2:66
 Hammontree v. National Labor Relations Board, 3:75-76
 Litton Financial Printing Division v. National Labor Relations Board, 3:75
 Ralph Andrews Productions, Inc. v. Writers Guild of America, West, 4:65

MEDICAL MALPRACTICE

Bolanos v. Khalatian, 4:66-67

Eby v. Kozarek, 1:68

Scheunemann v. Rowe, 1:68

SECURITIES

Austern v. The Chicago Board Options Exchange, Inc., 1:68-69

Bear, Stearns & Co., Inc. v. Bennett, 4:64

Bird v. Shearson Lehman/American Express Inc., 1:71-72

Fouquette v. First American National Securities, Inc., 2:63

Joseph v. Prudential Bache Securities, Inc. 4:64

PaineWebber, Inc. v. American Arbitration Association, 2:67-68

Pyle v. Securities U.S.A., Inc., 4:64-65

Securities Industry Association v. Lewis, 1:67-68

Shaffer v. Stratton Oakmont, Inc., 3:77

Trott v. Paciolla, 1:69-70

TEXTILES

Brett Fabrics, Inc. v. Garan, Inc., 2:63

Video Review

(Continued from page 63)

Overall, I give the workshop a high recommendation. I found the structure and presentation of the material exciting and inspiring. It is a course that a very broad-based audience can both enjoy and benefit from, and, barring cost considerations, I would not hesitate to use it within the context of teaching practical dispute resolution skills. The workshop points out that it is not intended to give viewers the skills to negotiate rings around their adversaries; rather, it attempts to give insight into a process which is all too often pure confrontation. Through better understanding of the negotiation process and our own negotiating skills, we can improve our chances of "getting to yes."

Carolyn M. Penna

Vice President, New York Region

American Arbitration Association

Library Acquisitions (cont.)

(Continued from page 71)

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